

TO SECURE OUR LEGACY:

The Future of North Carolina's Documentary Heritage

January 1993

I. Call To Action

The late twentieth century has proven to be a most challenging time for history. Some curmudgeons have gone so far as to speculate that history as we have come to know it and study it is over. These naysayers base that bleak assessment on the "double whammy" of the rapid decay of paper records resulting from acidity and other environmental threats and the vast changes in records technology due to computerization and the use of digital and optical media. Such dire predictions view archives as increasingly insignificant and antiquated centers for fading paper records. The archival community itself is the center for much soul searching about its role in this fast-changing world.

In a time of such challenge it is important to start with the basic truths and then build solidly upon them. Perhaps the one immutable factor is that the creation, care, and control of recorded documentation is a basic cultural value. No society that ignores the maintenance of its documentary heritage can be considered advanced. One of the hallmarks of civilization has been the development of centers of knowledge that are accessible to citizens.

Throughout history the threats to this process have been ideologically driven and politically motivated. Today's threats are technologically driven and result more from resource shortages than from ideology. In the end, however, it must be clear that unless the proponents of documentary preservation develop clear and workable plans and then implement those plans, access to the important records of our time may be restricted in the future. Such a result would be intolerable. We must begin now to develop these strategies AND SEE TO THEIR IMPLEMENTATION.

How did archives become threatened? It seems that only recently we could all share the assurance that our significant records would receive the care they needed and that they would be available permanently in "the archives." It even seemed that technology would provide much of the solution to whatever problems existed, as computers could provide finding aid information and high-volume collections could be microfilmed either for space considerations or to provide enhanced opportunities for preservation.

One very real departure from this rosy scenario has been the exponential increase in the volume of paper records. Far from establishing a paperless society, we have created one that is virtually buried in paper. Whether we are talking about management of current records or the growth of collections of paper records in archives, there is more paper to deal with than ever before. Moreover, the major entities that have endeavored to control this tide have been experiencing budget problems. In the data gathering done for this study, it was clear to all that whether we are considering government, university,

religious, or private institutions, the amount of money being spent on records preservation is at best remaining constant and in many cases is being cut back.

At the same time, the challenge that is to be faced has become even more daunting. Almost all records-creating institutions in North Carolina are experiencing vast changes in records technology. Records that traditionally have existed only in paper form are being put regularly into electronic media. How should archivists, librarians, and others who seek preservation of important sources deal with that challenge when they are not trained in the newer techniques? The answer to such a question obviously lies in education. Clearly, resources and methods must be found to retrain existing professionals and provide new opportunities for those entering records work so that all records of enduring value can be preserved, regardless of the form in which they exist.

One is tempted to recommend "further study" of all such issues. Why not retreat to a point at which proposed actions can be evaluated carefully? Simply put, we don't have time! The rate of change has increased so rapidly that a posture of evaluation is simply not good enough. Actions must take place, and soon. Of course, such responses should not be reckless and misguided, and they need not be. The long tradition of leadership in this state by the major repositories, the planning efforts of ten years ago, and the current update have placed the State Historical Records Advisory Board (SHRAB) in a good position to prescribe the needed actions. Subsequent sections of this report will document these prescriptions more completely, but here in short form are the actions necessary to assure the continuation of North Carolina's documentary heritage:

1. The State Historical Records Advisory Board should establish a program for educational assistance, consultancies, and improved communications among the existing professionals in the archival, records management, and information professions in North Carolina. Such a program would provide for training in the latest archival techniques for all North Carolina records repositories, regardless of size or budgetary condition.
2. The State Historical Records Advisory Board should work to establish a "regrant program" directed toward the preservation of endangered records in North Carolina's counties and municipalities, in which local entities would apply for funds. To support this program, SHRAB will seek at least \$100,000 from the National Historical Publications and Records Commission, and the Division of Archives and History will seek \$100,000 in state appropriations for the required match.
3. The State Historical Records Advisory Board, working with the Society of North Carolina Archivists and the North Carolina Preservation Consortium, needs to press for the funding of programs to preserve endangered paper and iconographic records currently housed in archival settings.
4. The State Historical Records Advisory Board needs to develop a plan to extend archival services to the significant records of private institutions that are unable to provide such care for their records.
5. All North Carolina stakeholders should work together to encourage programs that extend needed management, disposition, and preservation to records in electronic formats. To accomplish that end, educational efforts will be required for both records and data management professionals. The goal is the preservation of all records of enduring value, without regard to their format.

6. The State Historical Records Advisory Board, working with NHPRC, should encourage the development of computerized access to historical records and re-quire that such projects be compatible with national standards.
7. All North Carolina records repositories need to work together to organize a major outreach effort to make the general public aware of the crisis confronting historical records in the state.

II. The Plan: (Priorities, Actors, and Time Frames)

This section summarizes the planning necessary to accomplish the actions listed above. It details the need for general action, lists those requiring action by the State Historical Records Advisory Board, identifies those requiring NHPRC funding, and indicates the time frames for such endeavors.

In 1992 the State Historical Records Advisory Board of North Carolina conducted a survey of North Carolina records repositories in order to gather data for long-range planning. The survey and a subsequent statewide conference in 1993 were funded by a grant from the National His-torical Publications and Records Commission. Five areas of concern emerged from the data collected in the surveys and from discussions held at the conference: lack of sufficient funding, insufficient communication within the archival community, the need for both basic archival training and advanced technical instruction, the need to address preservation problems, and the problems associated with the management of electronic records. The SHRAB and the NHPRC will play an integral role in addressing these broad areas of concern.

Lack of Funding:

- Existing revenue sources are not sufficient to address the challenges facing records repositories in North Carolina, whether large or small.
- Many records requiring records management and archival care are not receiving it because of shortages of space and budgetary restrictions. This is true for both public records and private records repositories.
- African-American and other minority documentation initiatives seem particularly at risk in these financial vagaries.

Action to be taken by the State Historical Records Advisory Board:

- Seek ways to improve funding for North Carolina's records repositories.
- Support efforts to secure state appropriation of the monies necessary to begin a regrant program.
- Encourage development of programs that will reduce the large backlog of unarranged and undescribed records held by virtually all North Carolina records repositories.

Action to be sought from the National Historical Publications and Records Commission:

- Fund a regrant program in conjunction with the state to improve the records programs of North Carolina's counties and municipal governments.

Lack of Communication:

- In spite of advances such as the founding of the Society of North Carolina Archivists in 1984, many archival practitioners are not in communication with their peers throughout the state.
- While North Carolina is blessed with a number of professional groups (such as the Society of North Carolina Archivists, the North Carolina Preservation Consortium, and the Federation of North Carolina Historical Societies) that are interested in those issues from different points of view, there is a lack of communication and coordination among those stakeholders.
- The general public is largely unaware of the challenges facing records managers, archivists, and other records professionals as they try to establish and maintain programs for public and private records in the state.

Action to be taken by the State Historical Records Advisory Board:

- Encourage collaborative efforts such as consultancies and workshops to improve communication among professionals and to share knowledge acquired by practitioners.
- Establish and encourage outreach efforts to inform the general public about the records problems we are presently facing.

Education Needs:

- There continues to be a major need for basic archival education--especially for the smaller repositories, as well for businesses, religious groups, and private and civic organizations.
- Control and access to collections is hampered by a lack of training in the use of the latest computer technology in records management, arrangement and description, and reference.

Action to be taken by the State Historical Records Advisory Board:

- Seek improved educational opportunities for all archives and records personnel.

Action to be sought from the National Historical Publications and Records Commission:

- Fund a grant to make educational assistance available to the full range of North Carolina records repositories. Such a program will include consultant services, workshops such as those currently provided by the North Carolina Preservation Consortium, and basic archival information for the smaller repositories in the state.

Preservation Concerns:

- Records currently housed in archives are subject to the ravages of acidity and other environmental contaminants that make their very survival a matter of concern.
- An unknown but vast quantity of records from North Carolina's businesses, private associations, religious groups, and civic organizations are not receiving any management or archival care.

Action to be taken by the State Historical Records Advisory Board:

- Survey records that are not presently under records management or archival control to establish the dimensions of any problems and set an agenda for future action.

Action to be sought from the National Historical Publications and Records Commission (or other funding utilities):

- Support SHRAB survey of records in North Carolina that are not now receiving archival care.
- Support efforts by the North Carolina Preservation Consortium to improve pre-preservation care in North Carolina repositories.

Electronic Records and Technologies:

- Electronic records are not being preserved.
- Electronic records present unique problems with regard to access and privacy issues.
- There is a need to make use of new technologies in archives and records management.

Action to be taken by the State Historical Records Advisory Board:

- Work with appropriate officials to develop model guidelines for protecting privacy while increasing public access to public information.
- Support efforts that will establish management, and eventually preservation, of records in electronic formats.
- Pursue funding to promote compatibility in database software and hardware among records managers and archivists and to assist in the conversion from obsolete or home-grown systems to standard upgrad-able packages.
- Seek resources whereby information from repositories throughout the state can be loaded into the North Carolina Informa-tion Network, and assist in connecting those repositories to the network for refer-ence purposes.

Action to be sought from the National Historical Publications and Records Commission:

- Support programming to improve the control and preservation of electronic data of enduring value in information systems.
- Support efforts to improve access to North Carolina's records, whether through use of computer technology or by expansion of arrangement and description programs in existing repositories.

Time Frames:

1994:

SHRAB will complete planning and develop-ment of procedure.

SHRAB will seek funding for an educational support grant to assist the archives and records profession in its needs.

NHPRC will consider and, it is hoped, endorse and fund educational efforts of SHRAB.

SHRAB will complete current travel, meeting, and planning grant.

SHRAB and other major stakeholders will plan a major outreach initiative to spread the word to the general public concerning the crisis in records preservation.

SRAB will sponsor and implement an edu-cational assistance grant.

SHRAB will implement a major outreach effort (which will be funded locally).
SHRAB will seek funds for a regrant program to assist county and municipal government.
NHPRC will, it is hoped, fund partially the regrant program.
Division of Archives and History will seek matching funds for regrant program from the General Assembly.
SHRAB will conduct a study of the effectiveness of available databases for providing access to archival records and will recommend initiatives as needed.

1995:

SHRAB will complete the educational assistance grant.
SHRAB and the Division of Archives and History will begin a regrant program.
SHRAB will review the progress in completing goals of the 1994 plan and will adjust to current situation.
SHRAB will seek funding (along with other major stakeholders) of a major records-preservation initiative. The focus of such an effort will be reformatting and preservation of endangered paper records in archival control.

1996:

SHRAB will begin a major survey of records not receiving management and archival care. The focus of that effort will be privately held records and manuscripts.
SHRAB will formulate strategies to deal with private records.
SHRAB and the Division of Archives and History will continue regrant program.

1997:

SHRAB will conduct an evaluation of current programs for electronic records.
SHRAB will evaluate data and recommend initiatives in that area.
SHRAB will begin gathering data for five-year update to Needs-Assessment study.

1998:

SHRAB will conduct five-year update for Needs-Assessment study.
NHPRC will, it is hoped, fund this study.

PART II

The Study Process

I. Why A Study?

In 1992 the State Historical Records Advisory Board received a grant from the National Historical Publications and Records Commission to continue its operations for two more years and to do a ten-year update to its planning document. That original study, titled "Archives and Records Programs and Historical Records Repositories in North Carolina: An Analysis of Present Problems and Future Needs," was completed in 1983. Many positive things resulted from the 1983 planning effort, perhaps the most significant of which was the founding of the Society of North Carolina Archivists in 1984.

In the past three years there has been an increase of NHPRC activity in North Carolina. Several major grants have been funded. For example, projects have been funded to establish better university archives and records services at the University of North Carolina at Chapel Hill and to produce from the computer finding aids at the state archives a guide to state agency records. A major study of African-American records is currently under way.

The State Historical Records Advisory Board, which is appointed by the governor and functions as NHPRC's coordinating and review body in the state, has itself been more active in the past five years. It has been reviewing its own procedures, writing bylaws, and sponsoring grants. Therefore, this is a very good time for it to look at the historical records scene in the state, to define problems, and to establish priorities along with action plans to deal with them. To this end a study was begun in the summer of 1992 that included a survey and a major conference on historical records in early 1993. The result is this report, updating the historical records community on what is needed in order TO SECURE OUR LEGACY.

II. Data Gathering

At its meetings held in May and August 1992, the SHRAB developed survey instruments that would be sent to every known records repository in the state, as well as a separate survey to be sent to county officials. Summaries of comments received are to be found in the appendix. In each case the board decided to update the instruments that had been used as a part of the 1983 survey. Such a procedure offered the distinct advantage of enabling the board to compare findings between the two studies. Nevertheless, the instruments took into account the changes that have taken place in the realm of records collection during the past ten years, with added questions on the use of databases and optical media and on preservation issues.

By July the questionnaires had been sent to repositories, and a month later the one to county government went out. It was necessary to extend the deadlines for return of the questionnaires, but by September most had been returned. The first use of the data from

the questionnaires was in the evaluations sent to the SHRAB in October (copies are in appendix). Survey results from repositories can be summarized as follows:

- In most respects the records repositories reported a picture eerily similar to that presented in 1983. Large backlogs of unarranged and undescribed records continue as problems. "Space needs for existing collections" was listed as the highest priority.
- The need for more staff was the second priority. Every type of repository reported problems in that area. The largest archives reported staff shortages, as did small ones. Only five of the eighty-nine responding agencies reported an increase in staff in the previous three years; the remainder reported either the same or a smaller staff.
- Educational needs were clear, especially for staff in smaller repositories. It seemed obvious from the questionnaires that while such newer instrumentalities as the Society of North Carolina Archivists are making a difference, the staff of many archival entities felt ill-prepared to handle the challenges of archives and manuscripts. Many reporters were librarians, ordained clerics, and volunteers who want to do the "right thing" for the records but do not always know what that is.
- Similarly, budgets were noted as a problem in most responses. Most respondents re-ported a flat budget, with neither increase nor decrease. Slightly more respondents reported budget decreases rather than in-creases.
- Another area of great concern among respondents was records preservation. Acidity in records, lack of emergency preparedness plans; and problems with heat, ventilation, and air-conditioning systems were duly noted.

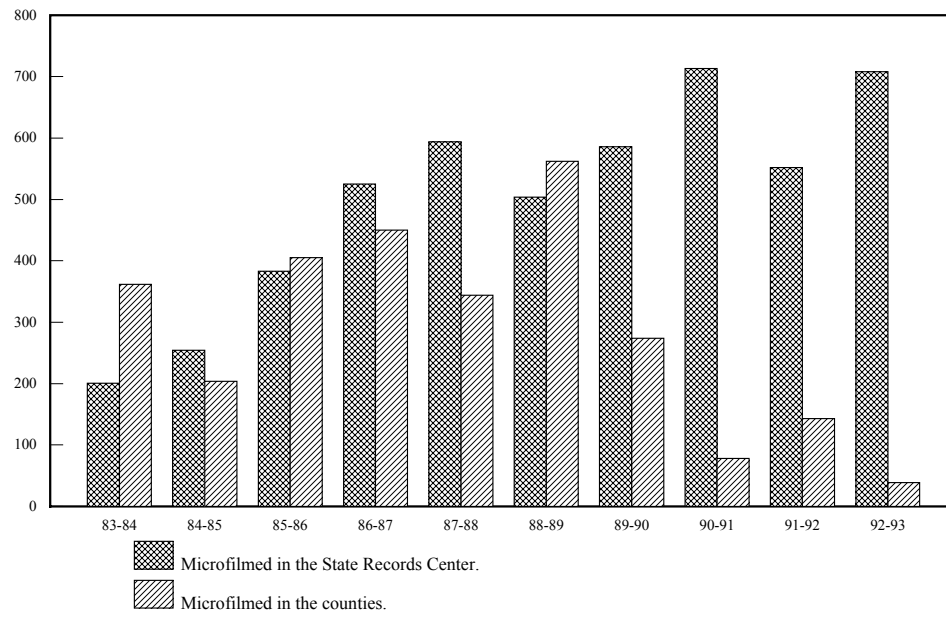
The questionnaires from county government revealed the following conclusions:

- Most counties were regular users of the Division of Archives and History local records program.
- The scheduling and disposition programs of the division were very popular (123 had used them; only 31 had not).
- Most counties continued to need records-center services (a finding of the 1983 survey as well).
- Most counties need additional services that the Division of Archives and History is currently unable to provide because of budgetary problems. Those services include technical assistance with microfilm systems, technical assistance with optical disks, and consultation on the development of records systems.

It should be noted that the need for these services is greater than ever because while the Division of Archives and History has traditionally had one of the most advanced programs for the management and preservation of local public records (generally at the county level), a combination of budget cuts and inflationary pressures on appropriations has reduced the agency's ability to field a microfilm and technical assistance program. Increasingly, counties have been forced to pay for those services--either to the state's program or to private vendors. Such payments have had a very drastic and negative effect on the amount of regularly scheduled microfilm service the counties have been able to afford.

Local Records Microfilming

1983-1993



III. State Conference on Historical Records

The State Historical Records Advisory Board was advised of these findings before the meeting held at Wake Forest University in Winston-Salem on October 26, 1992. One of the main agenda items at that session was the development of a format for the State Conference on Historical Records, to be held the next January. Previously it had been decided to invite as the keynote speaker Larry J. Hackman of the New York State Archives.

Relying upon the results of the questionnaires, participants at the Winston-Salem meeting selected the following topics for break-out discussion groups:

- Resource Development and "Inreach"
- Preservation Issues
- Access Issues
- The Small Repository

The concept of "inreach" was seen as essential, since the questionnaires made it clear that most archives and records programs saw themselves as a very low priority in their institutional culture. For example, college and university archives reported an average budget of just only \$57,807 within larger aggregate budgets for colleges and universities that averaged more than \$63,759,069! At any rate, all repositories, regardless of size, reported problems in the realm of budget priorities.

In November the brochure (copy attached in appendix) for the conference was designed and sent, further contact was made with Mr. Hackman about the nature of his remarks, and arrangements for the meeting in Durham were confirmed.

One additional speaker was able to come to the conference. Mr. Richard A. Cameron attended on behalf of NHPRC in order to observe how the process worked (largely because North Carolina is among the first states to do a ten-year update to the assessments done in the early eighties). In addition, Mr. Cameron was able to explain to conference participants just how the project in North Carolina fits into the national picture. On January 21, 1993, Durham's Sheraton University Center was the scene for the one-day State Conference on Historical Records. Even though the weather was dreadful (cold rain poured down all day long), eighty-nine archivists, librarians, historians, and concerned citizens attended. It was a full day of talks, group discussions, and individual comments.

Dr. William S. Price, Jr., director of the Division of Archives and History and NHPRC state coordinator, presided at the opening session. The first speaker was Richard Cameron (as noted above), who was followed by David J. Olson (state archivist and deputy coordinator). Olson summarized the results of the 1983 planning and then explained the process for the current study, including the day's activity at the conference. The special role of the break-out groups was discussed. (It should be noted that the day before the conference all discussion leaders and

reporters for those groups met in order to obtain a clear focus on the needed discussions.)

Dr. Price then introduced Larry Hackman, who delivered the keynote address. This speech set the tone for the entire conference. It emphasized how successful planning can be used as a tool for needed change. It also made abundantly clear that planning cannot be an end in itself but instead must establish clear and workable funding strategies for each priority for action. Mr. Hackman used as the backdrop for his statements the effective work New York State has accomplished in building up a variety of program elements to deal with records issues. While NHPRC funds have been used to bring about some of those positive changes, other funding has been achieved as well from state appropriation, trust funds, and grants. Mr. Hackman's clear and concise remarks were exactly what those in attendance at the conference needed in order to begin their participation in a process whose goals would include similar changes in North Carolina.

The first round of break-out sessions was then held. If there were any surprises coming from the process used at this conference, they were pleasant ones: each of the four break-out groups was well attended and well led, and each not only achieved its goal but exceeded it. The successful outcome was the result of the planning done for these groups before the conference and the able discussion leaders and reporters involved with each group. The groups met twice--before lunch and just after. Each participant could choose to emphasize one area by remaining in the same group, or (as most of the participants did) could attend two of the discussions. Each group had been charged with focusing the discussion as soon as possible on a short list of priorities for action and some discussion of "actors" to facilitate improvements.

The Society of North Carolina Archivists hosted the luncheon. This was most appropriate, for, as has been noted, the founding of that organization was one of the signal accomplishments of the 1983 study. The president of the society, Dr. G. Edwin Southern, delivered an after-luncheon address on the challenges facing all archival organizations and then discussed the way those issues are important for North Carolina.

Each of the post-luncheon break-out groups began to focus on the list of priorities to be brought to the concluding general session. That session included four very clear, concise, and useful reports from the groups, and there was general comment by William Price, Richard Cameron of NHPRC, and Larry Hackman, the keynote speaker. Each group leader and facilitator was advised to prepare a brief report and send it to David Olson. All the reports received are attached in the appendix. SHRAB members who were involved in the conference felt that it had more than accomplished its intended goals.

IV. Meeting Follow Up:

The SHRAB met on February 22, 1993, to review the accomplishments of the conference and assess the reports of the four break-out groups. The commonalities

among the reports were noted as each group listed needs in education and outreach. Work began on formulating the priorities for this report, and this work continued at the next meeting of the SHRAB, held at Durham's Hayti Heritage Center on April 21, 1993. At that session the format for this report and an outline of its contents were approved.

V. Conclusion

It has been the intention of all who have been involved in this process that it be suitably deliberative, yet active--that the contents of this report be more of a blueprint for action than a document to describe an endless "cycle of poverty," such as many of the reports of ten years ago were. Three of the major results of this process have become apparent: the State Historical Records Advisory Board already has a clearer grasp of the issues; it is working together as never before on solutions to the problems encountered; and, with needed support from state and federal government, North Carolinians can be hopeful that steps will indeed be taken "To Secure Our Legacy."

Dedication

This report is dedicated to the memory of Dr. Jerrold Lee Brooks, who died on May 12, 1993, at the age of fifty-seven. His contributions to the field of historical study and records preservation in North Carolina were numerous and included service on the steering committee of the Society of North Carolina Archivists, the North Carolina Historical Records Advisory Committee, the North Carolina Historical Commission, and on the State Historical Records Advisory Board. We especially honor him for his work on behalf of SHRAB, and we deeply regret his untimely death.

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Appendix A: State Historical Records Advisory Board Members

Mr. Robert L. Byrd
Duke University, Perkins Library

Dr. Boyd Cathey
North Carolina Department of Cultural Resources, Division of
Archives and History

Ms. Rhoda K. Channing
Wake Forest University, Z. Smith Reynolds Library

Mrs. Kathryn Page Cloud
Historic Beaufort

Ms. Michelle Francis
Presbyterian Historical Foundation

Mr. David Moltke-Hansen
UNC-Chapel Hill, Southern Historical Collection

Mr. David J. Olson
North Carolina Department of Cultural Resources, Division of
Archives and History

Dr. William S. Price, Jr.
North Carolina Department of Cultural Resources, Division of
Archives and History

Dr. Robert Rector
Louisburg College

Dean Benjamin F. Speller
North Carolina Central University, School of Library and
Information Science

Appendix B: Program

State Conference on Historical Records
Durham, North Carolina
January 21, 1993

- 9:00 a.m. Registration and Coffee
- 9:45 a.m. Plenary Session
Introductory remarks
David J. Olson,
State Archivist of North Carolina
- "The View from NHPRC"
Richard A. Cameron,
NHPRC, Washington, D.C.
- Introduction of Speaker
Dr. William S. Price, Jr.,
Director, North Carolina Division of Archives and History
- "Planning as a Tool for Change: The New York Example"
Larry J. Hackman,
State Archivist of New York
- 11:00 a.m. Break-Out Sessions
1. Resource Development and "Inreach"
2. Preservation Issues
3. Access Issues
4. The Small Repository
- 12:30 p.m. Luncheon
- Remarks by *Dr. G. Edwin Southern*,
President, Society of North Carolina Archivists
- 1:40 p.m. Break-Out Sessions Repeat
- 3:10 p.m. Break
- 3:30 p.m. Concluding Plenary Session

Appendix C: Break-Out Session Reports

Resource Development and "Inreach"

David Moltke-Hansen, Facilitator
Robert L. Byrd, Recorder

The session began with discussion of the difference between cooperative or inter-institutional actions on the one hand and individual or institutional actions on the other. Individual repositories should pursue resource development, inreach, and outreach within the contexts of their own parent institutions. Most of the discussion, however, centered on cooperative activities that the archival community in the state might undertake in order to promote a more positive climate for archives generally and to provide an environment within which individual repositories might enjoy greater success in resource- development efforts.

Three stages of activity were identified: (1) education and public relations, (2) recruitment of allies, and (3) advocacy. Advocacy was felt to be most effective when it originates outside the archives and is directed toward specific objectives. It is, therefore, an outgrowth of education, public relations, and the recruitment of allies.

Participants agreed on the need to enhance archival identity and image. In attempting to promote a positive public image of archives and a greater degree of public interest in and support of archives, archivists perhaps err in dwelling on the documents themselves and their storage and preservation requirements. They should, rather, focus on the users and the benefits the users can derive from archives. Archivists should emphasize the services they provide and shed their dullness. Support organizations should be dynamic and should include both broad, generalized organizations and more specialized ones. Connections with public interests (education, schools, literacy programs, historical events, tourism, and so on) should be actively pursued. Outreach to schools requires ongoing workshops and support for teachers and should be considered a continuing program rather than a project.

Recommendations included the following. The State Historical Records Advisory Board should encourage and foster public/private partnerships and coalitions, perhaps involving regional centers and joint repositories (such as the one in Troup County, Georgia). The board might sponsor regrant programs to provide funding for ethnic documentation projects, preservation, microfilming, institutional evaluation, records-management programs, and training. SHRAB should increase its interaction with the archival community. It might publish a biennial report on the state of archives and records in North Carolina; sponsor an Archives Week; investigate the possibility of collecting fees to support local archives and records programs (perhaps based on the fee structure established in the state of New York). The board could grant awards recognizing outstanding support for archives and records programs in North Carolina.

In summarizing and prioritizing these various possibilities, participants endorsed the following three major categories of activities:

- (1) The archival community in North Carolina, principally the State Historical Records Advisory Board, should develop and implement strategies for promotion of archival and records management *services*. These strategies might include sponsoring an Archives Week, developing guidelines, granting awards, or publishing a biennial report on the state of archives and records programs in North Carolina.
- (2) The archival community in North Carolina should sponsor training for archivists and records managers in the areas of education and public relations, recruitment of allies, and advocacy. The Society of North Carolina Archivists already plays a role in providing such training and should expand its efforts in that area.
- (3) The archival community in North Carolina should develop new revenue sources and support structures, including regrants, cooperatively funded regional centers, fees, and alliances with schools and various user groups.

Such activities have the capability of expanding the resources available to archives and records management programs in North Carolina generally and of helping to create a climate conducive to successful resource development within individual institutions.

Preservation Issues

Harlan Greene, Facilitator
Benjamin F. Speller, Jr., Recorder

Discussion of the need to educate both professionals and the public regarding preservation issues dominated the session. The key to achieving success in this area was deemed to be cooperation and communication, not only between staff members of repositories but among professional associations, including the Society of North Carolina Archivists, the North Carolina Library Association, the North Carolina Chapter of the Special Libraries Association, the North Carolina Preservation Consortium, the Association of Records Managers, and county officials such as clerks of court and registers of deeds. The State Historical Records Advisory Board might serve as a facilitator for such collective activity.

Recommendations regarding preservation education included the following:

- (1) Conduct a survey of preservation conditions and needs to follow up and refine results of the questionnaire distributed in 1991. This second questionnaire should be sponsored by the North Carolina Preservation Consortium, the Society of North Carolina Archivists, the Federation of North Carolina Historical Societies, and other bodies and should include the responses of small repositories and other records-holding groups perhaps missed by the original survey. The survey might also identify those repositories interested in pursuing joint grant efforts.
- (2) Seek grant funds for cooperative preservation education efforts. The National Endowment for the Humanities, the National Historical Publications and Records Commission, and the North Carolina Humanities Council were suggested as sources.
- (3) Provide practical instruction in preservation of records (housing, reformatting, handling, repair, disaster preparedness, reformatting) through workshops and, perhaps, through a series of brochures or a preservation bibliography.
- (4) Increase public awareness of the issue of records preservation. The creation of a brochure similar to one produced by the state of New York on the importance of preserving historical records would help bring the

issue before the public, as would sponsoring lectures to interested local and regional groups.

Access Issues

Rhoda Channing, Facilitator
Michelle Francis, Recorder

Some of the preservation problems discussed in the session are of long standing, others are as new as the technological developments revolutionizing records keeping. Concerns clustered around the following topics:

(1) Standardization. There is a great need for the development of a common language in describing collections, in subject descriptors, and collecting guidelines. Records creators, secretaries who label and file records, and those who schedule, arrange, and describe records should agree on descriptive terms. The need has become even more critical with the growing use of electronic finding aids and catalogs that employ keyword searches.

(2) Compatibility. Technology, which is responsible for both increasing the amount of information that can be stored and making that information in some respects more difficult to use, brings with it compatibility problems. Not only is information stored on a variety of electronic media, but hardware and software are updated and redesigned with great frequency, requiring migration or conversion of data. One of the greatest challenges facing archivists and records managers is that of ensuring the longevity and accessibility of records available only in electronic form. The development of standards governing the creation, indexing, storage, and retention of electronic records was judged to be a critical need.

(3) Cooperation and communication. Participants articulated the need for greater cooperation through both personal and professional networking and the exchange of electronic information. The former is to some extent already available through membership in professional organizations and participation in workshops, but an increase in this type of activity would be welcome, as would the development of joint funding activity. Shared electronic information (such as the State Archives' MARS finding aid and, in the future, database descriptors such as SPRCS) will enrich both large and small repositories and benefit researchers across the state.

(4) Public access vs. the right to privacy. This, too, is not a new issue, but one complicated by automation. Archivists and records managers have a double, and sometimes contradictory, duty: to maximize public access to records while protecting the privacy of individuals. The (at least potentially) wide dissemination of information stored in databases, the difficulty of protecting such information from unauthorized use or tampering, and the controversy over the status of certain types of electronic information--such as E-mail messages--have greatly increased the stakes and heated the debate over this issue.

(5) Funding. Many repositories have experienced cuts in funding in the last ten years, with some of the following consequences: curtailment of hours of operation, inability to hire personnel to process collections, and inability to take advantage of new technologies. The use of volunteers and the development of alternative sources of funding were presented as possible solutions.

(6) Outreach. Ease of access becomes moot if the potential user of information does not know about its existence or location. Outreach will help ensure that the people of North Carolina know about the rich and vital records available to them. Informing the public through automated networks; public service announcements; programs in schools; and programs targeting the workplace, churches, and community organizations can increase awareness and use of our valuable records.

The Small Repository

Kathryn Page Cloud, Facilitator
Betsy Buford, Recorder

The issues that seem most to concern representatives of small repositories are the following:

Funding emerged as the most critical need of small repositories, which often have only a single full-time staff member--or even one half-time employee--and little designated space in an institution. One remedy would be to explore grant-funding options. Many, however, are unfamiliar with the process of applying for grants.

Secondly, many small repositories, like larger institutions, face space and storage shortages. Space limitations have forced some small repositories to close.

Thirdly, small repositories need assistance in drafting mission statements that mesh with the purposes of their institutions. Could SHRAB help in this?

Fourthly, advocacy is an important issue for many small repositories. Their collections and programs often remain undiscovered by those familiar with larger, state-sponsored archival programs or university collections.

Finally, staff training and development are concerns common to many small repositories. With little or no means of in-house training, they are often unable to provide employees with training, especially in the use of new technologies.

Among the suggestions made by the group were the following:

- (1) Since members of the constituency have little experience in writing grants--and, individually, small chance of obtaining them--they should, together with larger institutions, explore regrant efforts.
- (2) Through collective internship programs developed by the Friends of the Archives, the Society of North Carolina Archivists, and other support and professional associations, small repositories might be able to take advantage of the assistance of student interns.
- (3) In order to facilitate the exchange of information between librarians, archivists, and records managers from repositories and institutions of various sizes, the group advocated the scheduling of more workshops, as well as, perhaps, the creation of a pool of consultants from larger institutions to provide assistance to smaller repositories.
- (4) A series of informational brochures or handbooks on issues such as copyright laws and other legal issues would be especially useful to smaller repositories without ready access to--or the requisite financial resources for--legal counsel.
- (5) Finally, the group expressed interest in obtaining access to electronic databases and on-line services.

Appendix D: List of Attendees

Ronald V. Antry, Craven County Tax Administrator
Anne Berkley, Durham County Library
Robin Brabham, UNC-Charlotte
Minnie P. Bridges, N.C. Division of Archives and History (retired)
Douglas Bristol, Greensboro College
Betsy Buford, N.C. Division of Archives and History
Shelia A. Bumgarner, Public Library of Charlotte and Mecklenburg County
Glenn Burchett, Glaxo
Robert L. Byrd, Duke University
Barbara Cain, N.C. Division of Archives and History
Dick Cameron, NHPRC
Robert W. Carter, Rockingham Community College
Boyd Cathey, N.C. Department of Cultural Resources
Sandra Chambers, Wake County Libraries
Rhoda K. Channing, Wake Forest University
Sebrina Christian, Bowman Gray School of Medicine
Mildred Christmas, N.C. Division of Archives and History
Kathryn Page Cloud, N.C. Federation of Historical Societies
Kimberly Andersen Cumber, N.C. Division of Archives and History
Mary Lou Dickerson, City of Fayetteville
Donna K. Flowers, N.C. Division of Archives and History
Virginia Forrest, retired
Michelle A. Francis, Presbyterian Church, Montreat
Doris Frye, Davie County Public Library
Nancy Garner, Given Memorial Library
Frank Gatton, N.C. Division of Archives and History
Harlan Greene, N.C. Preservation Consortium
Fred B. Griffith, Given Memorial Library/ Tufts Archives
Larry J. Hackman, New York State Archives
Kimberly S. Hargrove, Harnett County Register of Deeds
Joy Heitman, graduate student, NCSU
Gayle P. Holder, Harnett County Register of Deeds
Frank Holt, N.C. Division of Archives and History
Patty Johnson, Department of the Secretary of State
Todd Johnson, Public Library of Johnston County and Smithfield

H. G. Jones, North Carolina Collection, UNC-CH
William E. King, Duke University
Dick Lankford, N.C. Division of Archives and History
Dennis Lawson, Duke Power Company
Peggy Lefler, Roanoke-Chowan Community College
Donald R. Lennon, East Carolina University
Sue Love, Tufts Archives
Inez Lyons, N.C. A&T State University
Vickie McNeil, N.C. School of Science and Math
Ken Marks, NCSU
Johanna Mims, Catholic Diocese of Charlotte
David W. Mitchell, N.C. Division of Archives and History
Joyce L. Mitchell, Public Library of Johnston County and Smithfield
Thornton W. Mitchell, N.C. Division of Archives and History (retired)
David Moltke-Hansen, Southern Historical Collection, UNC-CH
Cathy Morris, N.C. Division of Archives and History
Ed Morris, N.C. Division of Archives and History
Janie M. Neely, Davie County Public Library
Patricia Nikolitch, N.C. Division of Archives and History
David J. Olson, N.C. Division of Archives and History
Karl M. Park
Cheryl Parker, N.C. Division of Archives and History
Murray Parker, N.C. Division of Archives and History
William S. Price, Jr., N.C. Division of Archives and History
Marsha Proctor, Wake County Libraries
Carter Rabil, Yellow Cab Co., Smithfield, N.C.
Ann Renegar, NCSU
Thomas W. Reese, Hickory Printing Group
Pat Ryckman, Public Library of Charlotte and Mecklenburg County
Edith Seiling, Gates County Historical Society
Kermit Siler, N.C. Division of Archives and History
Linda Simmons-Henry, N.C. Central University
Kenrick N. Simpson, N.C. Division of Archives and History
Cathy M. Sorrell, Harnett County Register of Deeds
James O. Sorrell, N.C. Division of Archives and History
Benjamin F. Speller, Jr., N.C. Central University
Margaret Stephenson, City of Raleigh
Mrs. Marvin E. Taylor, Public Library of Johnston County and Smithfield
Sue R. Todd, Meredith College
Maurice S. Toler, NCSU
Carole Treadway, Guilford College
Mike Wasilick, Wake County Libraries

Gene Williams, East Carolina University
Lisa C. Long Wood, Bowman Gray School of Medicine
John R. Woodard, Wake Forest University
Ann Wright, Asheville-Buncombe Library System

Appendix E: Respondents to Questionnaire

Government Archives:

Blue Ridge Parkway
Cape Hatteras National Seashore Group
Carl Sandburg Home National Historic Site
Coweeta Hydrologic Laboratory, USDA Forest Service
National Climatic Data Center
North Carolina State Archives, Division of Archives and History,
Department of Cultural
Resources
Tryon Palace, Division of Archives and History, Department of Cultural
Resources

College and University Archives:

Anson Community College
Appalachian State University
Barton College
Bowman Gray School of Medicine
Brevard College
Campbell University
Catawba College
Davidson College
Duke University
East Carolina University
Elon College
Fayetteville State University
Lenoir Community College
Meredith College
Methodist College
North Carolina A & T State University
North Carolina Central University
North Carolina School of the Arts, Semans Library
North Carolina State University
Pembroke State University

Pfeiffer College
Piedmont Community College
Queens College
Roanoke Bible College
Sandhills Community College
St. Andrews College
St. Mary's College
Surry Community College
University of North Carolina at Chapel Hill, North Carolina Collection
University of North Carolina at Chapel Hill, Manuscripts Department
University of North Carolina at Charlotte
University of North Carolina at Greensboro
University of North Carolina at Wilmington
Warren Wilson College
Western Carolina University
Wingate College

Religious and Denominational Archives:

Belmont Abbey Monastery and College
Episcopal Diocese of North Carolina
Evangelical and Reformed Church Historical Society
Free Will Baptist Historical Collection
Moravian Archives
North Carolina Baptist Historical Collection
North Carolina Synod, Evangelical Lutheran Church
Presbyterian Church, Montreat
Roman Catholic Diocese of Raleigh
Western North Carolina Annual Conference of the United Methodist Church

Public Libraries:

Asheville-Buncombe Library System
Bladen County Public Library
Brown Library
Burke County Public Library
Carl A. Rudisill Library
Carteret County Public Library
Charles A. Cannon Memorial Library

Currituck County Library
Durham County Library
Forsyth County Library
Greensboro Public Library
James B. Duke Memorial Library
James Larkin Pearson Library
New Hanover County Library
Public Library of Charlotte and Mecklenburg County
Public Library of Johnston County and Smithfield
Rowan Public Library
Stanly County Public Library
Union County Public Library

Historical Societies:

Chapel Hill Historical Society
Eastern Cabarrus Historical Society
Gates County Historical Society
Lower Cape Fear Historical Society
Martin County Historical Society
Moore County Historical Association

Museums:

Brock Museum of Greensboro College History
Catawba County Historical Museum Archives
Charlotte Museum of History
Gaston County Museum
Museum of the Albemarle, Division of Archives and History, Department
of Cultural
Resources
The Country Doctor Museum

Other:

Cabarrus Memorial Hospital Library
Durham Herald Company
Education Information Services, DPI Organization
Greensboro Preservation Society, Inc.

Appendix F: Questionnaire Results

Part 1. North Carolina County Government Questionnaire

Number of questionnaires mailed: 300

Number of respondents: 166

Number of respondents who:

1. Have used records management services of the Division of Archives and History:

Yes 151

No 14

2. Have used the following services of the Division of Archives and History:

Transfer of perm. valuable records to State Archives	90
Scheduling records for disposition	71
Microfilm systems	59
Advice and assistance on records keeping	99
Microfilming for security purposes	89
Storage of security microfilm	79
Training seminars and workshops	47
Filing and records systems	16
Technical advice	17

3. Services offered by the division, ranked in importance as follows:

	first	second
third		

Transfer of records to State Archives	46	11
12		
Scheduling records for disposition	5	23
19		
Microfilm systems	10	12
3		
Advice and assistance on records keeping	10	18
28		
Microfilming for security purposes	40	20
8		
Storage of security microfilm	31	27
11		
Training seminars and workshops	1	5
14		
Filing and records systems	0	0
6		
Advice on technical matters	0	1
4		

4. Use the *County Records Manual* for the disposal of inactive county records:

Yes	123
No	31

5. Would use the following services if available:

Storage of inactive records	74
Technical assistance in microfilm	47
Assistance in optical disk technology	41
Assistance in developing records systems	58
Training sessions and workshops	23
Scheduling of machine readable records	11
Forms management	15
Records scheduling	24
Correspondence management	18

6. Ranked in importance the services listed in No. 5 as follows:

third	first	second
Storage of inactive records 5	32	6
Technical assistance in microfilm 4	18	11
Assistance in optical disk technology 4	7	8
Assistance in developing records systems 9	20	8
Training sessions and workshops 6	7	14
Scheduling of machine readable records 4	3	0
Forms management 5	0	3
Records scheduling 4	2	9
Correspondence management 5	0	4

7. Would be willing to pay for the above-mentioned services:

Yes	69
No	25